
What's new in QueueMetrics

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Revision History

Revision \$Revision: 1.4 \$
covers QueueMetrics 12.05

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This document contains a graphical description of the most important changes for a QueueMetrics release.

Release 12.01

This release of QueueMetrics includes a variety of functional improvements, which we have subdivided into major and minor changes. We are providing this brief overview of the main changes in order to have a quick and readable guide that allows our customers to be aware of what the major changes are, why they were implemented and how it improves the user-experience.

The new major changes are as follows:

- Agent times by hour [#1364]
- Call tagging [#1369]
- Paginated call display [#1383]
- Realtime on Asterisk 1.8 [#1385]
- Non-contiguous reports [#1405]
- Friendly names handling [#1470]
- Encrypted files playback [#1492]
- Persistent user properties [#1511]
- QA from Agent page [#1519]

Agent times by hour

This new reporting feature addresses the need to know the total presence time of each agent over a specific 24h period of time. So we developed this feature to show data subdivided into the following three sets of metrics:

Agent Session Time by Hour

Agent	16	17	18	19	20	21	22	Total
 John Doe (101)	34:22	1:00:00	1:00:00	1:00:00	1:00:00	1:00:00	11:00	5:45:22

► Export as...   

Agent Payable Time by Hour

Agent	16	17	18	19	20	21	22	Total
 John Doe (101)	34:22	1:00:00	1:00:00	1:00:00	1:00:00	1:00:00	11:00	5:45:22

► Export as...   

Agent Billable Time by Hour

Agent	16	17	18	19	20	21	22	Total
 John Doe (101)	34:22	1:00:00	1:00:00	1:00:00	1:00:00	1:00:00	11:00	5:45:22

► Export as...   

This allows an administrator to have information for each agent, by showing the agent's decoded name, level and current group (if defined, expressed as an icon like elsewhere in QM), various columns containing the total session time for each hourly timeframe and the total time of all the hourly sessions, from start to end.

'See also:'

- QueueMetrics User Manual: chapter 6.10.10 (Agent session time by hour)

Call tagging

For each call it is possible to add Tags which can be created (by using the security key: CALLMONITOR_ADDTAGS) and deleted (with: CALLMONITOR_DELTAGS), as required, in order to keep a note regarding that specific call.

Call detail

CloseTrack QA

Asterisk Call ID:	1322735452.294
Date and time:	12/01 - 11:31:03
Queue:	Outbound 301 [q-301]
Caller ID:	201
Handled by:	John Doe (101)
Duration:	0 sec.
Waiting time:	8 sec.
Original position	-
Disconnection cause:	Caller disconnected
Transferred to:	
Attempts:	1
Last Failed Attempt:	-
Bridged Channel:	
Stints:	1
URL:	
Status code:	sale: Sale
Srv	
DNIS	
IVR selection	
- Q-q-301-1322735452.294.WAV	

Tags

Insert a new tag

Recording file: Q-q-301-1322735452.294.V

Time (sec): 11:31:05

Duration (sec):

Notes: Sales pitch

Red: 37%

Green: 100%

Blue: 37%

Set Tag Color:

Ok

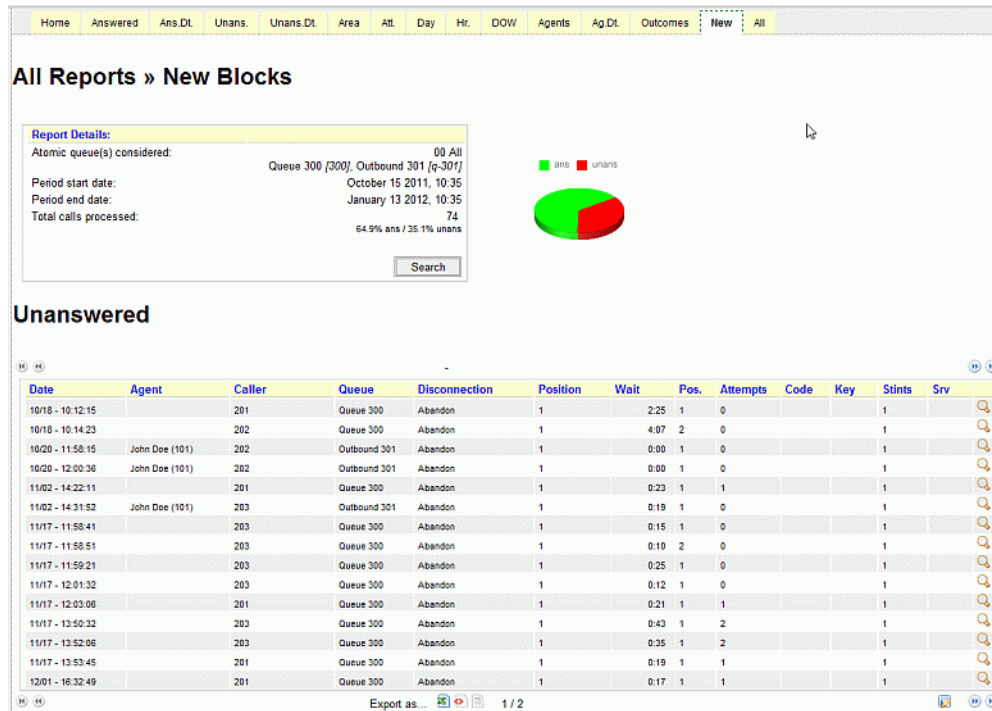
C

'See also:'

- QueueMetrics User Manual: chapter 11.3.3 (QA - The input form)

Paginated call display

It is now possible to view details of calls (answered, unanswered) in a paginated order, rather than as a long list of data on a single page, allowing better readability than previous straightforward listings when running a large result set. If we run a Report we will see that the calls are showing in pages, rather than as a listing (note the buttons to go forward/back and that the page is 1 of 2 pages)



By selecting the icon at the bottom right of the paginated listing, it is possible to add columns, as required, and when exporting data you can select just the columns that you want to export.

Details of answered calls

Date	Caller	Queue	Wait
11/28 - 11:31:27	203	Queue 300	0:09
11/28 - 11:31:47	203	Queue 300	0:09
11/30 - 16:33:08	201	Queue 300	0:09
11/30 - 16:35:40	201	Queue 300	0:09
12/01 - 11:25:33	201	Queue 300	0:09
12/01 - 11:31:03	201	Outbound 301	0:09
12/01 - 11:33:31	201	Queue 300	0:14
12/01 - 16:26:01	201	Queue 300	0:03
12/01 - 16:30:19	201	Outbound 301	0:03
12/07 - 17:27:00	201	Queue 300	0:03
12/14 - 17:12:56	201	Queue 300	0:09
12/14 - 17:14:16	201	Queue 300	0:05
12/15 - 15:34:48	201	Queue 300	0:09
12/15 - 15:37:44	201	Queue 300	0:03
12/15 - 15:39:58	201	Queue 300	0:26

Available data columns

- ☒ Date
- ☒ Caller
- ☒ Queue
- ☒ Wait
- ☒ Duration
- ☒ Pos.
- ☒ Disconnection
- ☒ Handled by
- ☒ Attempts
- ☒ Code
- ☒ Stints
- ☐ Srv
- ☒ Asterisk UID

'See also:'

- QueueMetrics User Manual: chapter 20.12 (Configuring paginated calls)

Realtime on Asterisk 1.8

With Asterisk 1.8 the format of the Asterisk realtime table was changed, so we have had to update QueueMetrics to support the new format. This means that it is now possible to delegate the queue logging to the Asterisk Realtime subsystem. With this option the QueueMetrics MySQL database log will be replaced by the MySQL database populated by Asterisk, so the gloder process is no longer needed.

'See also:'

- QueueMetrics User Manual: chapter 23.17 (Running Asterisk 1.8 with QueueMetrics)

Non-contiguous reports

Non-contiguous reports allow to choose specific day(s) of the week and time periods that you may want to include in a report query.

Custom report analysis

Report Details:

Call filtering criteria

Agent:

Location:

Agent Group:

Outcome:

Asterisk call-id:

Caller:

Wait duration: Between and s.

Call duration: Between and s.

Disconnection cause:

Enter position: Between and

Number of attempts: Between and

DNIS:

IVR choice:

Server:

Time zone offset:

Join multi-stint calls:

Non-contiguous time: SUN MON TUE WED THU FRI SAT
☐ ☐ ☐ ☐ ☐ ☐ ☐
Between and (hh:mm)
Between and (hh:mm)

Preferences

This resolves the issue of having to obtain the same statistic manually and then having to integrate them into a single report, based on chosen days and/or times.

'See also:'

- QueueMetrics User Manual: chapter 4.3.1 (Custom Reports - Call search criteria)

Friendly names handling

Since FreePBX (2.8 and newer) changed the queue_log entries such that they were written using the 'friendly name', we have had to adapt QueueMetrics to recognize Asterisk aliases, known as 'friendly names' for reporting purposes. In QueueMetrics you can now assign multiple 'friendly names' to an agent. This solution allows to monitor and report on an agent that is present under different codes within the queue_log.

Agent Detail

Asterisk agent code:
E.g.: Agent/101

Agent/102

Agent description:

Mike Boo (102)

Asterisk aliases:
Separate multiple aliases with a " " symbol

Mike Boo

Agent location:

Other

Agent group:

-

VNC monitoring URL:

http://mike.boo.workstation/vnc

Current terminal:

12

Instant messenger address:

Supervisor:

-

Agent keys:

Payroll Code:

Created by:

demoadmin, 18/06/2007, 22:29

Last update:

demoadmin, 04/12/2008, 14:59

Save

Back

New

Clone

Delete

Agent is a known member of the following qu

Queue name	Direction	Level
00 All	inbound	Main
Inbound	inbound	Main
Q DPS	inbound	Main
Q Test	inbound	Main

The Agent/Queue association can be edited from the Queue editor

'See also:'

- QueueMetrics User Manual: chapter 20.4 (Configuring agents)

Encrypted files playback

QueueMetrics now offers the option to listen to recordings that are stored in an encrypted format and it can adapt to almost any encryption technology. QueueMetrics ships world-wide and some States require high security levels within a call centre, amongst which, the requirement to keep call recordings in a protected/encrypted format so that they can't be easily accessed and listened to.

This process takes place transparently and if we deploy QueueMetrics in a secure HTTPS environment the audio recordings will be encrypted on disk and will also be encrypted on the network.

'See also:'

- QueueMetrics User Manual: chapter 23.20 (Listening to encrypted recordings)

Persistent user properties

Per-user persistence settings allow user search configuration to be stored and kept even after log off and can be changed and re-stored at any stage

The screenshot shows the 'Custom report' section of the QueueMetrics interface. At the top, there are two tabs: 'Home' and 'CR'. The 'CR' tab is active. Below the tabs, there are three expandable sections: 'Report Details', 'Call filtering criteria', and 'Preferences'. The 'Preferences' section is expanded, showing a list of settings with input fields: 'Hourly slot (minutes)' set to 15, 'SLA: initial period' set to 20, 'SLA: initial interval' set to 5, 'SLA: max period' set to 120, and 'SLA: interval' set to 10. At the bottom right, there are three buttons: 'Run custom report', 'Start realtime monitoring', and 'List Calls'.

Custom report	
▶	Report Details
▶	Call filtering criteria
▼	Preferences
Hourly slot (minutes)	15
SLA: initial period	20
SLA: initial interval	5
SLA: max period	120
SLA: interval	10

Run custom report
Start realtime monitoring
List Calls

Custom Reports maintain the latest query parameters entered, even when a user logs off and logs back in, in order to facilitate the work-flow of a user requiring the same reports on a daily basis.

The Refresh button allows to clear the input query parameters at any stage.

'See also:'

- QueueMetrics User Manual: chapter 4.3.2 (Persistent user properties)

QA from Agent page

It is now possible for agents to access the Quality Assessment form, in order to allow them to add QA information to the call while speaking to a customer. This feature is accessible via a QA form icon on the agent page that is enabled via a special security key (QA_TRACK) that can be added for any specific agent, to allow them to make use of this feature. The agent can only access specified QA forms thanks to the powerful security system used by QueueMetrics.

Active calls for a

Agent/101: Agent is currently logged in

Reload now

Log on

Log off

Add Member

Entering at	Waiting	Talking	Caller ID	Queue
02/27 - 16:03:45	0:03	0:08	201	Queue 3

In order to maintain session information

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QA Grading - Mozilla Firefox

10.10.5.25:8080/queuemetrics/qa/popup_qa_grade_ajax.js

Overall Performance

Engagement (Avg)	0.0
Resolution (Avg)	0.0
Business needs (Avg)	0.0
Total score:	0/1300
Avg.	0.0

Start
Queu
Agen
Agen
Call
AstCl

Aud

Code Description

Engagement

SCG	How positive clear and eager was the use of the greeting?
COU	How well did the rep display courtesy?
ENE	Rate rep's energy level throughout the call

How well did the rep vary the tone and speed of

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This feature was developed as some of our customers required being able to allow agents to interview callers on the perceived quality of their services. It is, however a feature that is applicable in a variety of other scenarios, according to business needs.

'See also:'

- QueueMetrics User Manual: chapter 8 (The real-time agent page)

Release 12.02

This release of QueueMetrics includes a main functional improvement, which is related to the Music on Hold (MOH) feature. This brief release overview allows to understand the new feature, why it was implemented and how it it can be applied.

The new major change is as follows:

- Tracking Music on Hold [#1525]

Tracking Music on Hold

Many QueueMetrics customers expressed the need to be able to monitor the amount of time a customer was put on hold, given that this is not currently measurable via Asterisk. To use the MOH feature it is necessary to install a custom patch which allows to track these events.

When this feature is enabled, if we look at the QueueMetrics Realtime page, we see an "MOH" field that shows the amount of time a customer is on Hold with music, during a call. If multiple Hold instances took place during the call, this field will show the total "on hold" duration.

Calls being processed:

Queue	Caller	Entered	Waiting	Duration	Agent	MOH	Srv
Inbound	201	10:09:58	0:09	3:37	John Doe (101)	3:33	

Export as...

'See also:'

- QueueMetrics User Manual: chapter 7.2 (Calls being processed)

QueueMetrics offers the option to have a list of calls displayed in a paginated format. If we look at the bottom right of this list, we can see a small icon which allows us to add or remove columns within the listing. We now have the option of adding the "MOH events" and "MOH duration" columns, which report on the number of events where a caller was put on Hold and the total duration of such events.

Date	Caller	Queue	Wait	Duration	Pos.	Disconnection	Handled by	Attempts	Code	Stnls	Srv
12/14 - 17:12:55	201	Queue 202	0:09	1:07	1	Caller	esp/203	1		1	
12/14 - 17:14:16	201	Queue 202	0:05	1:32	1	Caller	esp/203	1		1	
12/15 - 15:34:45	201	Queue 202	0:09	1:35	1	Agent	esp/203	1		1	
12/15 - 15:37:44	201	Queue 202	0:03	1:25	1	Caller	esp/203	1		1	
12/15 - 15:39:55	201	Queue 202	0:25	1:25	1	Agent	esp/203	2		1	
12/15 - 15:41:33	201	Queue 202	0:03	1:14	1	Agent	John Doe (101)	1		1	
12/15 - 15:46:42	201	Outbound 201	0:05	1:26	0	Caller	John Doe (101)	1		1	
12/15 - 16:33:29	201	Queue 202	0:05	1:02	1	Caller	John Doe (101)	1	ask	1	
12/15 - 16:37:45	201	Outbound 201	0:03	1:27	0	Caller	John Doe (101)	1	mq	1	
12/15 - 16:42:25	201	Queue 202	0:02	1:25	1	Caller	John Doe (101)	1		1	
12/22 - 09:36:15	201	Queue 202	0:04	1:14	1	Caller	John Doe (101)	1		1	
12/22 - 09:41:39	201	Outbound 201	0:00	0:07	0	Caller	John Doe (101)	1		1	
12/22 - 10:46:55	201	Queue 202	0:04	1:26	1	Caller	John Doe (101)	1		1	
12/22 - 10:48:16	201	Queue 202	0:03	1:45	1	Agent	John Doe (101)	1	ask	1	
12/22 - 10:51:57	201	Outbound 201	0:00	0:43	0	Agent	John Doe (101)	1		1	

Export as... Current page: 1 / 4

Available data columns

- ☒ Date
- ☒ Caller
- ☒ Queue
- ☒ Wait
- ☒ Duration
- ☒ Pos.
- ☒ Disconnection
- ☒ Handled by
- ☒ Attempts
- ☒ Code
- ☒ Stnls
- ☒ Srv
- ☐ Asterisk: UTD
- ☐ MOH events
- ☐ MOH duration
- ☐ IVR duration
- ☐ IVR path
- ☐ DNIS

Ok

#See also:#

- QueueMetrics User Manual: chapter 20.12 (Configuring paginated calls)

The new feature also allows to see the total number of Music on Hold (MOH) events per agent, how many MOH instances took place throughout a call, the average and total duration of the MOH events.

Music-on-Hold by Agent

Agent	Total Events	Events per Call	Total Duration	Average Duration
John Doe (101)	4	2.0	0:53	0:13
Bob Smith (102)	2	2.0	0:25	0:12

Export as...

'See also:'

- QueueMetrics User Manual: chapter 6.1.13 (Music on Hold by agent)

Release 12.05

Release 12.05 offers additional improvements to the QueueMetrics package, that address the introduction of features that offer broader compatibility and simplify the user-experience. Amongst the main features, the new release sees a new page layout for the QueueMetrics Home page, the introduction of the Agent Awareness client for Chrome, new drop-down user-friendly menus for quick agent control, a database creation wizard and QA further scoring.

The implemented major changes are as follows:

- AGAW Quick Installation [#1600]
- AGAW Chrome compatibility [#1615]
- RT page menus [#1624_733]
- QA Extra Score [#1599]
- QM database creation [#1283]
- QM Home page layout [#1611]
- Agent channel names with '-' [#1614]

AGAW Quick Installation

The installation of the Agent Awareness (AGAW) extension has been made easier and quicker as when you install QueueMetrics via 'rpm' the AGAW runner is automatically installed, even if not immediately activated.

The screenshot displays the 'Agent Awareness: System status' page. It includes a table with columns: Status, Queue, Start, End, Loader, Query ms, Insert ms, and Calls. Below the table is a 'System status' section with a pie chart showing 'Obs.' and 'Comp.' phases. To the right, an 'AGAW license' dialog box is open, prompting the user to 'Copy and paste your new activation code here:' with a 'Run' button.

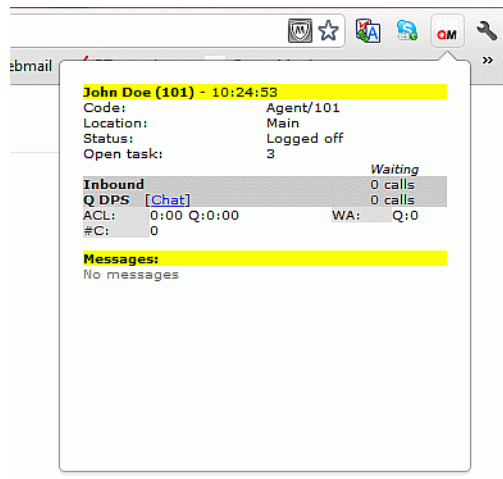
Once you request a demo licence, it can be installed directly from the AGAW page and you can start the AGAW runner process straight away.

'See also:'

- QueueMetrics User Manual: chapter 10.2 (Installing the AGAW licence)

AGAW Chrome compatibility

Chrome has become the most widely-used browser, followed by Firefox and other browsers. This release sees the implementation of the new user-friendly AGAW installation for Chrome users.



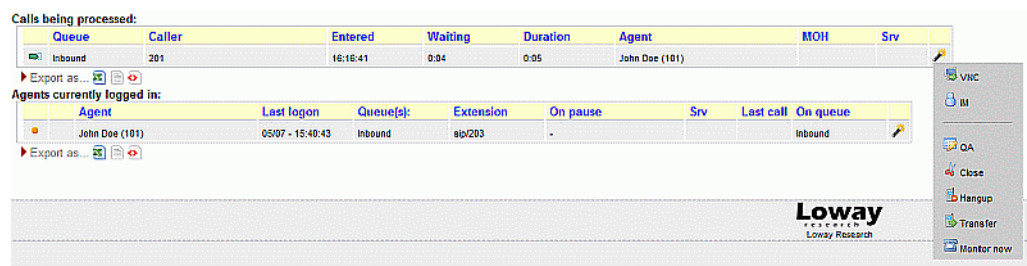
It allows to install the AGAW client within about 2 minutes and embeds into the top banner of the web page as an icon that offers an at-a-glance AGAW panel, with all the relevant data for any agent.

'See also:'

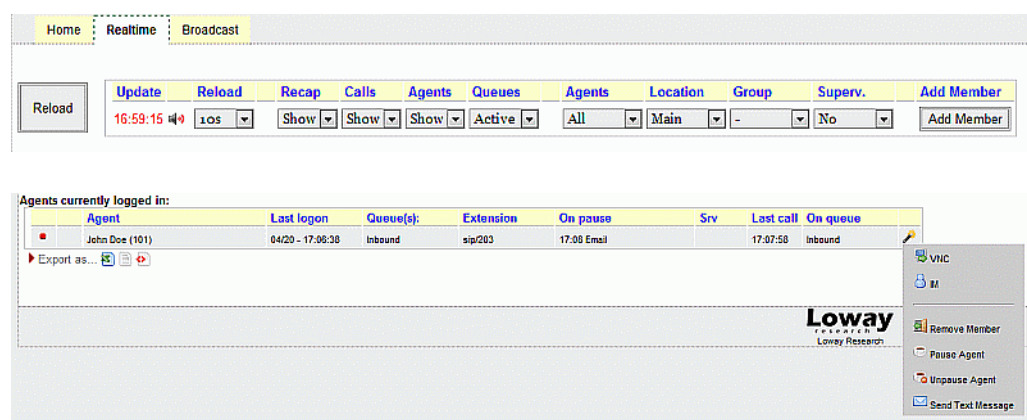
- QueueMetrics User Manual: chapter 10.5 (Installing with Chrome)

RT page menus

Call Centre administrators and supervisors can now perform a variety of agent-related tasks directly from the Realtime web interface in QueueMetrics, without any need to browse to other pages. We have introduced a new 'wand' icon at the end of the 'Calls being processed' panel which will give administrators the freedom and time-saving control of being able to directly access the QA form, close, hang up, transfer and listen to any listed call.



We have also added an 'Add Member' button to the top control table and a tidy drop-down menu within the 'Agents currently logged in' section that allows to log off, pause and un-pause agents and send SMS messages (Asterisk v.10+ required for this feature).



'See also:'

- QueueMetrics User Manual: chapter 7.2 (Calls being processed)
- QueueMetrics User Manual: chapter 7.3 (Agents currently logged in)

QA Extra Score

Assigning scores to a QA Form has always ranged between zero and hundred. Occasionally a call centre may choose to allocate higher values to an agent, given that he/she performed outstandingly well in their job. It is now possible to add extra scoring to particular questions within the QA Form.

QA: Items for Form: Quality Assurance

Add new item:

Save

Section	Question	Active If...	Extra Score
Section: Engagement	SCG: How positive clear and eager was the use of the Corporate greeting?		
	COU: How well did the rep display courtesy?		
	ENE: Rate rep's energy level throughout the call		
	TON: How well did the rep vary the tone and speed of speech?		
	CLE: How clear and concise was the rep's vocalization and pronunciation?		
	HOL: Did the rep use the correct hold procedure?		
	DEE: Did the rep avoid dead air?		
	LIS: Did the rep display active listening skills?		
Section: Resolution	CLO: How positive and appropriate was the call closure phase?		☒
	ASS: Was assurance given for client's assistance?		
	REL: How accurate and relevant was the information provided?		
	HEL: Was additional help offered with enthusiasm?		
	PRO: Was the problem resolved on first contact?		
Section: Business needs	TIM: Did the rep manage time effectively?		☒
	DBC: Was DBC done?		☒

Save Edit Form Back to list

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The total scoring for a specific section will be calculated and displayed within the numerator part and will not affect the averages of the overall QA Form.

'See also:'

- QueueMetrics User Manual: chapter 20.9 (Configuring QA Forms)

QM database creation

This new feature will be welcomed by many of our customers worldwide as it simplifies the QueueMetrics installation and configuration process. QueueMetrics requires a working JDBC connection to the MySQL database, so the new wizard allows to easily create the database in a few clicks and minimal manual intervention.

Create QueueMetrics database

This procedure may delete all data if you already have an existing QueueMetrics database. If you already have a database, do not run this. Parameters that are not editable come from the web.xml file. If you need to change them, go edit the web.xml file.

MySQL root information

MySQL database address: localhost

MySQL root user: root

MySQL root password:

QueueMetrics database information

QueueMetrics database: queuemetrics

QueueMetrics database user: queuemetrics

QueueMetrics database password: javadude

Invia

Diagnostic tools

- [View configuration](#)
- [AMI Tester](#)
- [Live DB Inspector](#)

Note:
Access to this page is supposed to be restricted.
You can turn off access to this page by setting `default.viewTechInfo=false` in the `configuration.properties` file.

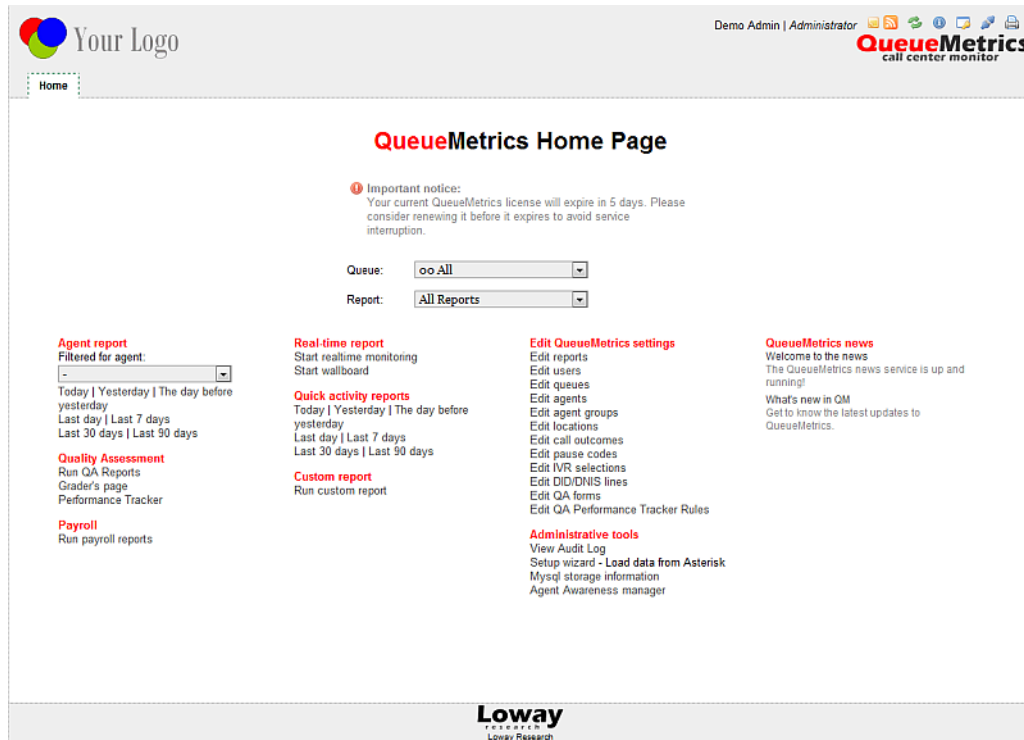
# Step	Status	Description	Time
1 Testing JDBC connection as the MySQL admin	NOT_RUN		0 ms
2 Creating database queuemetrics	NOT_RUN		0 ms
3 Creating grants for user 'queuemetrics' on database queuemetrics	NOT_RUN		0 ms
4 Uploading initial schema	NOT_RUN		0 ms

'See also:'

- QueueMetrics User Manual: chapter 2.5.2 (Automatic database creation)

QM Home page layout

This release offers a great new look for the QueueMetrics Home page, as the various links have been re-organized to form a new layout that avoids any previously-required page scrolling.



The new format sees the introduction of the 'QueueMetrics News' section, a reviewed block layout across multiple columns and the Licence Information page link embedded within the top banner to allow access from any page across the application.

'See also:'

- QueueMetrics User Manual: chapter 3 (Logging on to QueueMetrics)

Agent channel names with '-'

We have introduced the option to avoid the stripping of the '-' (minus sign) in channel names. By setting the default.stripChannelNames property to false, the agent channel name is read as it appears in the queue_log file. Otherwise anything after the '-' sign is deleted (ie. SIP/203-abcd is read as SIP/203), if set to true.

'See also:'

- QueueMetrics User Manual: Appendix D (System Preferences)